

COMMUNITY SERVICE OFFICER

DEFINITION

To perform non-sworn work of a limited scope in support of Police Department operations, services, and functions including patrol, court liaison, special investigations, fraud and forgery, registration of sex offenders and vehicle abatement; provides support to sworn police officers by relieving them of routine duties; to carry out specific assignments in a particular phase of police work; and perform other related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from an assigned supervisor.

ESSENTIAL FUNCTIONS – Functions may include, but are not limited to, the following:

Provide support to sworn police officers by relieving them of routine duties; carry out specific assignments in a particular phase of police work.

Assist sworn personnel in crime investigation and reporting, evidence collection, and the receipt of lost or stolen property; respond to low- and non-priority calls for service.

Provide additional assistance to sworn police officers by responding to and investigating non-injury accidents; assist in traffic direction for minor injury, and major injury traffic collisions; assist with traffic hazards by providing traffic control at accident scenes; issue parking citations.

Take and prepare written crime reports when the suspect is not present either at the crime scene, over-the-counter or by phone; provide routine information to citizens at the front counter related to assignments.

Perform a range of other duties in support of the department; assist in specials projects and assignments including assisting at special events, major events, and major incidences;

May assist in training new personnel.

Performs related duties as assigned

When assigned to special assignment areas:

Assist in the implementation of the City's Vehicle Abatement program; coordinate the removal of vehicles causing safety and traffic hazards off of City streets including abandoned, wrecked, or nuisance vehicles; issues notices and citations; tags vehicles; follow-up on vehicles that have been issued 72 hour notices and impound as required.

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Register sex offenders in accordance with guidelines; record registrant's information in database; conduct criminal background check; maintain files; update information annually; answer public's questions regarding Megan's Law database.

Process and monitor various police controlled licenses including card room workers, massage technicians, firearm dealers, vending vehicles, pawnbrokers; review and conduct background investigative checks on potential applicants, using multiple regional databases; perform inspections for specific licenses (vending vehicles, firearm dealers, massage parlors); maintain asset seizure database and prepare required reports; receive and handle incoming pawn slips; assists Detectives when needed.

Assist fraud and forgery investigators; gather necessary bank documents; collect evidence from public at the front counter; prepare photo lineups of suspects; review incoming mail from merchants, banks, and citizens regarding stolen, counterfeited, altered or forged checks; prepare reports.

Gather, prepare and deliver custody packets to courthouse; research & copy 911 dispatch tape recordings as requested; serve subpoenas; testify in court.

MINIMUM QUALIFICATIONS

Knowledge of:

Basic law enforcement organization, activities, terminology, practices, and regulations.

Basic interview methods and principles.

Evidence collection methods.

Applicable laws, codes, ordinances and regulations.

English usage, spelling, grammar, and punctuation.

Computer equipment and software applications related to assignment.

Ability to:

Learn, understand and utilize written materials related to police work.

Work assigned shifts or duty under strict discipline.

Operate computer equipment and software applications related to assignment.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Work with various cultural and ethnic groups in a tactful and effective manner.

Experience and Training

Any combination of education and/or experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

One year of responsible experience in a customer service related field

Training:

Equivalent the completion of the twelfth grade supplemented by college courses in criminal justice or a related field.

License or Certificate

Possession of a valid California driver's license.

PHYSICAL DEMANDS

On a continuous basis walk, stand, bend, crouch or stoop, sit for varying periods of time; work in situations that may pose a physical danger; read and interpret codes and laws; drive a patrol or assigned vehicle; communicate over a radio or telephone; hear communications via radio, telephone or in person; respond to inquiries from citizens; use a computer keyboard; re-interpret and write simple and complex reports; testify in court; respond to dispatch calls at various locations. Must be able to lift and carry 50 lbs. See in the normal vision range with or without correction; hear in the normal range with or without correction

WORKING ENVIRONMENT

Primary work is performed in an indoor and outdoor environment. When indoors it is usually in an office or front counter setting with fluorescent lighting and moderate noise level; when in a field setting and traveling from site to site there is exposure to the external environment including all types of weather and temperature conditions. While directing traffic, may be exposed to dangerous traffic conditions along with traffic noise; occasional exposure to mechanical, electrical and explosive hazards of vehicular accidents including fumes odor, dust, and toxic substances of vehicular accidents and flares.

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